



WE NEED YOUR FEEDBACK:

**COMMENTS
SUGGESTIONS
COMPLAINTS**

GEN-01-0508

Mrs Madelyn Bridge
The Chief Executive
Age Concern East Cheshire
Henderson Street
Macclesfield
Cheshire, SK11 6RA

Tel: 01625 612958

**Registered Charity No: 1090161
A Company Limited by Guarantee
Company No. 4309557**

We aim to provide the best possible service for all our service users.

If there is anything you feel we could do to improve things or if there is something you feel we do particularly well, then we would like to receive your suggestions and comments.

Just complete this form and either hand it to a member of Age Concern East Cheshire's staff or a volunteer or you may post it to the Chief Executive at the address on the back of this leaflet.

THANK YOU

1. We want you to let us know!

- when something is not right
- when you feel we have let you down
- when we could do better
- when you are satisfied with the service you receive
- when we have provided an excellent service

Tell a member of staff or a volunteer who will try their best to sort out any problems or concerns immediately and pass on your comments, complaints, compliments.

2. If you would rather not discuss the matter with the staff or volunteers, or you are still unhappy – put it in writing to the Chief Executive

We welcome your complaints – they can help us to improve our service.

You can:

- Complete this feedback form and return it to the Chief Executive. You may ask your representative, a member of staff or volunteer to help you do this.
- Send a letter directly to the Chief Executive.
- Your comments will be treated very seriously and you will receive a reply from the Chief Executive and, if necessary, an investigation will be carried out.

3. If you are not happy with the outcome

You can write to the Chairman of Age Concern East Cheshire, at the address on the back of this leaflet, who will respond to your complaint.

A full copy of the Age Concern East Cheshire Complaints Procedure is available on request.

FEEDBACK

Your Name:

Your Address:

Your Telephone Number:

The Age Concern East Cheshire Service you receive:

Details of Comment/Complaints/Suggestion/Compliment:

Thank you for taking the time to provide this information.

Pass to a member of staff or volunteer or post to the Chief Executive at the address overleaf.